

Subject:

Critical Notice: Regarding Your Georgia State Income Tax Return



*This is an important message sent to you by Intuit concerning your 2009 tax return.*

Dear <customer>,

We are reaching out to advise you about a calculation issue in TurboTax. Our Georgia state product may have incorrectly excluded some portion of unemployment compensation that would have resulted in an underreporting of state income.

For 2009, the IRS did not tax the first \$2,400 of unemployment benefits. However, Georgia treats all unemployment compensation as taxable income.

We have already updated and corrected the product to address this issue. However, our records indicate you filed your Georgia tax return before this update was made. So, you may owe additional state income tax.

**Actions Intuit is taking:**

1. We are refunding your state TurboTax fees and, if applicable, any additional refund processing service fees. We have already processed these refunds and you should see the refunds post through your original payment method. If that information has changed, we will mail you a check at the address we have on file for you.
2. Additionally, should the state assess any penalties or interest as a result of this issue, Intuit will extend the TurboTax Accuracy Guarantee to reimburse you for both penalties and interest. You can find additional information about our Accuracy Guarantee at: <https://turbotax.intuit.com/support/ag/faqs.jsp>.

**Actions you should take:**

1. If you filed your return before the product update was released on 2/12/10, **you will need to amend your Georgia state return and pay any additional taxes owed.**
2. You will need to amend your Georgia state return using the steps at the following FAQ: <http://turbotax.com/support/kb/state-taxes/state-issues/7992.html>. (See Note)
3. Next year, remember to claim as a deduction any additional tax payments made to Georgia for 2009.

**Note:** Because the product update on 2/12/10 automatically corrected numbers in your state return, you must first change your state return back to its original state before amending. The FAQ above will guide you through this process.

We apologize for this situation. If you have additional questions, please contact TurboTax at  
1-866-888-4609 (Monday through Friday, 8am to 5pm PST.)

Respectfully,

Bob Meighan  
TurboTax, Vice President of Customer Advocacy

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**IMPORTANT:** Intuit respects the personal nature of e-mail communication. Every effort is made to offer only information that may be of value to you or your business.

If you have any questions or comments about this e-mail, DO NOT REPLY to this e-mail, please contact a representative through the contact us <http://turbotax.intuit.com/support> feature on the TurboTax Support Web site.

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